

MICHIGAN MDS/OASIS HELP DESK

The following telephone numbers should be used beginning January 1, 2004 by Michigan health care providers only:

Data transmission issues related to MDS or OASIS:

Michigan nursing homes and home health agencies should call 517-334-8402

(This includes problems sending data, transmission errors, and facility login problems after connecting with the AT&T dialer).

Problems with the AT& T Global Dialer:

Phone: 1-800-905-2069 (This includes installation issues and password resets.)

Questions regarding HAVEN software:

Phone: 877-201-4721

Fax: 888-477-7871

Questions regarding RAVEN software:

Phone: 800-339-9313

Fax: 888-477-7871

Questions related to Michigan MDS/RAI Issues:

Mary Hess at 989-732-8837.

Questions related to completing Michigan OASIS assessments:

Haideh Najafi at 517-241-3832.

Questions related to Michigan MDS or OASIS Automation issues not covered by the Help Desk:

Cedric Libiran at 517-334-8414.

NOTE: Help Desk technical support for Minimum Data Set/Outcomes and Assessment Information Set (MDS/OASIS) for **Michigan health care facilities only** is provided by the Michigan Department of Community Health, Bureau of Health Systems, Division of Operations. **The Center for Information Management (CIM) number (734-930-0855) should NOT be called for free Help Desk services after 12/31/03.**